

From: chris.morgan@motorolasolutions.com
To: Marian McGuire
Subject: Re: Vigilant Gallery
Date: 2019-06-25 08:16
Attachments: Re: Vigilant Gallery.html [\[Save\]](#) [\[Open\]](#)
image.png [\[Save\]](#) [\[Open\]](#)
image001.png [\[Save\]](#) [\[Open\]](#)
Creation Date: 2019-06-25 08:16
Store Date: 2019-06-26 18:51
Status: read
Box Type: received
Folder: Marian McGuire > LPR
Message Id: 1b3eeaded8686447b288e6dfff2f276c0000000016f4#1b3eeaded8686447b288e6dfff2f276c0003b8b56613

A text version of the message is not available. Please refer to TEXT.htm.

Not sure and can't check because we are training in NY.
The best way to check is to pull up one of your users and check.
I pulled up your account and it was set up properly.
Go to User Management, Edit User to view it.
[image.png]

Thanks,

Chris

[photo]

Chris MOrgan, Lieutenant, Long Beach Police Department, Ret.
Manager, Customer Training and Development

Vigilant Solutions

m: 512.7559006
e:Chris.Morgan@VigilantSolutions.com

[photo]

On Tue, Jun 25, 2019 at 8:11 AM Marian McGuire <
mkmcguire@mail.ci.lubbock.tx.us <<mailto:mkmcguire@mail.ci.lubbock.tx.us>>>
wrote:

Are the instructions written someplace? Are they in one of the manuals
you sent during the Admin training?

From: Chris Morgan [mailto:chris.morgan@motorolasolutions.com
<mailto:chris.morgan@motorolasolutions.com>]
Sent: Tuesday, June 25, 2019 8:09 AM
To: Bailea Coffel <BCoffel@mail.ci.lubbock.tx.us>; Marian McGuire <
<mailto:BCoffel@mail.ci.lubbock.tx.us>>; Marian McGuire <

mkm McGuire@mail.ci.lubbock.tx.us <mailto:mkm McGuire@mail.ci.lubbock.tx.us>

>

Subject: Re: Vigilant Gallery

I checked your account and access to the databases was not enabled. I
enabled it for you.

Marian- You may need to enable your FR databases for all of your users.
It may not have been applied.

If you need help with this, please let me know.

Thanks,

Chris

[photo]

Chris MOrgan, Lieutenant, Long Beach Police Department, Ret.
Manager, Customer Training and Development

Vigilant Solutions

m: 512.7559006

e:Chris.Morgan@VigilantSolutions.com

[photo]

On Mon, Jun 24, 2019 at 3:21 PM Bailea Coffel <
BCoffel@mail.ci.lubbock.tx.us <mailto:BCoffel@mail.ci.lubbock.tx.us> >
wrote:

Good afternoon!

I've had multiple requests for facial recognition today and when I go into the facial recognition link, I'm seeing "no gallery available", "no state/region available", "no metro area available", and "no county available".

I was wondering if you could help me with this.

I called the customer service line but was sent to a voicemail with a full mailbox.

Thanks in advance!

[Email Signature Snip]

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It could contain harmful attachments or links to harmful web pages.

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